

Incident Management Notification Project

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Gary Duffield



Incident Notification Project Update

- Incident Management/Notification Lean Workshop completed
- Had customer Involvement from Labor & Industries and Social & Health Services
- Focus was on improving communication about service incidents:
 - Timeliness
 - Completeness
 - Consistency



Incident Notification Project Update

CURRENT PROCESS:

- Major Incident opened and communicated when CTS discovers or customer phone calls/emails
- Email is primary method for communication
- When email impacted, CTS Service Desk calls affected agency Help Desks
- 'Out of Band' notification solution in place only for disaster situations



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ISSUES IDENTIFIED:

- While incident investigation underway:
 - Additional calls received
 - Customers may be unaware of issue until notification sent
 - Customers do not know if CTS has awareness
- Internal escalation can be delayed, especially if source of issue is outside the affected service
- Opportunity to improve timing of notification, consistency of notification
- Out of band solution has value for incidents besides disasters



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PROPOSED CHANGES:

- Implement voice message for incoming phone calls
- “Kitting” of messages: early notice, consistency
- Additional rigor for internal escalation process
- Web-location to post Major Incident information
- Pursue acquisition of more robust out-of-band tool

SUMMARY: sooner/clearer/consistent/regular/multiple channels



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NEXT STEPS:

- Internal training on new processes 10/14/13
- Create educational materials for customers,
schedule forums 10/14/13
- Finalize Customer SharePoint site (portal) 10/23/13
- Complete acquisition/configuration of 'Out of Band'
notification tool 10/28/13
- Go Live with changes 10/30/13
- Follow up Quarterly Customer forums Ongoing

